

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

NAFCO USA LLC

Nevada Industry Excellence

NAFCO Retains Customers with Quality Certifications

Client Profile:

NAFCO USA, LLC is a manufacturer of advanced technology fasteners for the aerospace industry. Founded in Glendale, California in 1959, the company has been located in Carson City, Nevada since 1975. NAFCO is a fully-integrated manufacturer capable of taking products from concept to design through production. The company employs 40 people.

Situation:

NAFCO recognized that, to maintain and grow its business, the company would need to achieve AS9100 quality certification. Created for the aerospace industry, AS9100 is an industry-specific enhancement of the ISO 9001 quality management standard. Although NAFCO had always exceeded its customers' quality specifications, AS9100 certification was rapidly becoming a business necessity. After completing preliminary work and undergoing an initial audit, NAFCO's leaders determined that meeting their aggressive timeline would require outside assistance. They contacted the Nevada Industry Excellence (formerly the Nevada Manufacturing Assistance Partnership), a NIST MEP network affiliate, for help.

Solution:

Nevada Industry Excellence identified Cheryl Gustafson of CJG Performance Consulting as the resource ideally qualified to work with NAFCO. Since the company had just six weeks to complete the work, Gustafson worked closely with people in all areas of the operation, becoming familiar with NAFCO's quality management system and formalizing procedures and documentation. After NAFCO's registrar conducted a three-day audit of the company's quality management system, NAFCO received notification that it had achieved ISO 9001:2008 and AS9100:2004 certification. As a result of Nevada Industry Excellence's assistance, the company has retained customers and achieved significant cost savings.

Results:

- * Achieved ISO 9001:2008 and AS9100:2004 certification.
- * Realized \$72,000 in cost savings.
- * Retained sales from 30 percent of existing customer base.
- * Bid on work for 6 potential new customers.
- * Achieved a more competitive and profitable position.

Testimonial:

"Without Nevada Industry Excellence, we would not have achieved certification in the time frame we imposed upon ourselves. I would encourage any business to seek out the resources that Nevada Industry Excellence offers."

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Terri Dietlein, Administrative Officer